

Financial Institutions Incidents Report

7/1/2010 to 7/31/2010 as of 8/2/2010

Financial Institutions

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents Bottom Number - FCR Met	
				Low	Total
Capitol Hosting	Application	None	Novell GroupWise	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Metro A Desktop Support	PC/Laptop	Virus	None	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
Total				2 1	2 1

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Responses	
				Low	Total
Capitol Hosting	Application	None	Novell	1	1
			GroupWise	1	1
		Total		1	1
			1	1	
	Total		1	1	
Total				1	1
Metro A Desktop Support	PC/Laptop	Virus	None	1	1
				0	0
		Total		1	1
			0	0	
	Total		1	1	
Total				1	1
Total				2	2
				1	1

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents	
				Bottom Number -Average time in hours	
				Low	Total
Capitol Hosting	Application	None	Novell GroupWise	1 2.09	1 2.09
			Total	1 2.09	1 2.09
		Total		1 2.09	1 2.09
	Total			1 2.09	1 2.09
Metro A Desktop Support	PC/Laptop	Virus	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Total				2 1.05	2 1.05

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	Total
Capitol Hosting	Application	None	Novell GroupWise	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
		Total		1 0	1 0
	Total		1 0	1 0	
Metro A Desktop Support	PC/Laptop	Virus	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
		Total		1 0	1 0
	Total				2 0

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Capitol Hosting	Application	None	Novell GroupWise	1 2.53	1 2.53
			Total	1 2.53	1 2.53
		Total		1 2.53	1 2.53
	Total			1 2.53	1 2.53
Metro A Desktop Support	PC/Laptop	Virus	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Total				2 1.26	2 1.26

Application									
INC000000160841	Application	None	Novell GroupWise	TIR Missed:	Yes	TIR:	2.09		
Capitol Hosting	Financial Institutions	Low	Resolved	TTR Missed:	No	TTR:	2.53		
PC/Laptop									
INC000000156857	PC/Laptop	Virus	None	TIR Missed:	No	TIR:	0.00		
Metro A Desktop Support	Financial Institutions	Low	Closed	TTR Missed:	No	TTR:	0.00		